

For: State and County Offices

Information Technology (IT) Equipment and Supplies

Approved by: Acting Associate Administrator for Operations and Management



1 Overview

A Background

In October 2004, USDA approved an Incidental Transfer Agreement for the transfer of certain IT support functions from FSA to OCIO, Information Technology Service (ITS), Technical Services Division (TSD). Since that time, TSD and FSA have been refining IT policy and streamlining procedures about IT support functions.

B Purpose

This notice provides SED's, administrative officers, and County Offices:

- the processes for requesting IT computer equipment, services, and supplies for FY 2008
- the definition of ITS computer equipment (Exhibit 1)
- the definition of non-ITS (FSA-owned) computer equipment and Geographical Information System/Global Positioning System (GIS/GPS) equipment (Exhibit 2)
- examples of IT and GIS/GPS supplies (Exhibit 3).

Disposal Date	Distribution
October 1, 2008	State Offices; State Offices shall relay to County Offices

Notice IRM-409

1 Overview (Continued)

C Contact

Direct any questions about this notice to Lori Beutel, ITSD, Budget and Acquisitions Office (BAO), by:

- e-mail at **lori.beutel@wdc.usda.gov**
- telephone at 202-720-4709.

Contact any of the following BAO employees to assist in liaison with TSD about services described in this notice.

- DeLayne Gravelle by either of the following:
 - e-mail at **delayne.gravelle@wdc.usda.gov**
 - telephone at 202-720-9340
- Earl Bice by either of the following:
 - e-mail at **earl.bice@wdc.usda.gov**
 - telephone at 202-720-0893
- Najmur Nahar by either of the following:
 - e-mail at **najmur.nahar@wdc.usda.gov**
 - telephone at 202-720-5788
- Tamara Ashton by either of the following:
 - e-mail at **tamara.ashton@wdc.usda.gov**
 - telephone at 202-720-9147
- Crystal Njoku by either of the following:
 - e-mail at **crystal.njoku@wdc.usda.gov**
 - telephone at 202-720-5058.

BAO FAX numbers are either of the following:

- 202-720-7134
- 202-690-4589.

2 Purchasing IT Equipment

A Federal and Non-Federal Allotment Restrictions

IT computer equipment:

- **cannot** be purchased from any State or county level Federal or non-Federal allotments
- is funded from the FSA National IT budget.

Upon TSD technical approval and BAO budgetary approval, either 1 of the following will occur:

- ITS will purchase the requested equipment
- BAO will provide the accounting classification code to use for the State Office to make the purchase with a State Office (Federal) purchase card.

Note: County Office purchase cards **cannot** be used to purchase IT computer equipment.

B Purchasing and Repairing ITS Computer Equipment (See Exhibit 1)

ITS computer equipment is owned and managed by ITS. ITS is responsible for the operation of ITS equipment. See Exhibit 1 for a list of ITS computer equipment. Purchase and repair ITS computer equipment, including IT related cabling and wiring, according to the following.

Step	State or County Office Action	Request/Approval Format	Approval Action	Action Upon Approval
1	Request technical approval from the State's TSD Group Manager.	Coordinate AD-700 with TSD Group Manager.	TSD Group Manager will evaluate the request for the repairs required or the requested equipment.	TSD Group Manager will provide the requestor and/or BAO the technical approval by FAX, e-mail, or AD-700.
2	FAX or e-mail requests for budgetary approval to BAO according to subparagraph 1 C.	TSD AD-700's may be FAXed or e-mailed to BAO.	BAO will assign an approval number and signature to AD-700, as budgetary approval , and return to the requestor.	Requestor will return the approved AD-700 to the TSD Group Manager to purchase the requested equipment.

Notice IRM-409

2 Purchasing IT Equipment (Continued)

C Purchasing Non-ITS (FSA-Owned) Computer Equipment (See Exhibit 2)

Non-ITS (FSA-owned) computer equipment (Exhibit 2) will be:

- funded, procured, repaired, and replaced as needed by the Service Center agencies (SCA's)
- installed and/or managed by ITS to ensure that it is compatible with the existing equipment and is operational when connected.

The following should be followed to purchase **non-ITS (FSA-owned) computer equipment**.

Step	State Office Action	Request/Approval Format	Approval Action	Action Upon Approval
1	Request technical approval from State's TSD Group Manager.	Coordinate with TSD Group Manager.	TSD Group Manager will evaluate the request for the requested equipment.	TSD Group Manager will provide the requestor and/or BAO the technical approval by FAX, e-mail, or AD-700.
2	FAX or e-mail requests for IT budgetary approval to BAO according to subparagraph 1 C. Note: Forward TSD's recommendation, technical approval, and cost estimate.	Written request by memo, e-mail, or AD-700 to BAO.	BAO will respond with the budgetary approval by providing accounting information to the State Office for use in purchasing the equipment.	The State Office will purchase the equipment with a USDA (Federal) purchase card. The accounting information provided by BAO will be used for the purchase.

Notice IRM-409

2 Purchasing IT Equipment (Continued)

D Purchasing Non-ITS (FSA-Owned) GIS/GPS Equipment (See Exhibit 2)

Non-ITS (FSA-owned) GIS/GPS equipment (Exhibit 2) will be funded, procured, repaired, and replaced as needed by SCA's.

FSA's, MSD, KCASB, Property and Facilities Management Section (PFMS) Troost Warehouse has some GIS/GPS equipment in stock. Acquire GIS/GPS equipment according to the following.

Step	State Office Action	Request/ Approval Format	Approval Action	Action Upon Approval
1	Submit Help Desk ticket. If GIS/GPS equipment item is: <ul style="list-style-type: none"> • available, PFMS Troost Warehouse will ship the requested item to requestor • not available, go to step 2. 	Merlin self-service Help Desk (SSHD) application.	PFMS Troost Warehouse will determine if the equipment is currently in stock.	Alease Williams will ship the requested equipment. Contact Alease Williams by either of the following: <ul style="list-style-type: none"> • e-mail at alease.williams@kcc.usda.gov • telephone at 816-926-2608.
2	Request technical approval from State's TSD Group Manager.	Coordinate with the TSD Group Manager.	TSD Group Manager will evaluate the request for the requested equipment.	TSD Group Manager will provide the requestor and/or BAO the technical approval by FAX, e-mail, or AD-700.
3	Forward TSD's technical approval/recommendation and cost estimate to request budgetary approval to BAO according to subparagraph 1 C. Note: Forward TSD's recommendation, technical approval, and cost estimate.	Written request by memo, e-mail, or AD-700 to BAO.	BAO will respond with the budgetary approval by providing accounting information to the State Office for purchasing the equipment.	The State Office will purchase the equipment with the USDA (Federal) purchase card. The accounting information provided by BAO will be used for the purchase.

3 Purchasing IT and GIS/GPS Supplies

A Acquiring IT and GIS/GPS Supplies

In FY 2007, State and County Offices were advised IT and GIS/GPS supplies should be purchased by using their purchase cards and local budgets. State and County Office allotments have been increased to cover the cost of IT and GIS/GPS supply items.

Notice IRM-409

3 Purchasing IT and GIS/GPS Supplies (Continued)

A Acquiring IT and GIS/GPS Supplies (Continued)

State and County Offices shall continue using local accounting classification codes, **not** National Office accounting codes.

A Blanket Purchase Agreement (BPA) has been established with ABM Federal Sales for remanufactured and Original Equipment Manufacturer (OEM) toner and ink supplies. If purchasing FAX, printer and plotter toner/cartridges, and ink supplies is required, State and County Offices will use the ABM Federal Sales BPA unless BPA does **not** include the items required.

Note: When a defective cartridge and ink supply is received, the user should immediately notify TSD who will call the ABM Federal Support Desk to ensure a replacement cartridge is shipped to the site and any printer issues are resolved. ABM Federal will ship another cartridge to the site affected and the site will then return the defective cartridge using the return label provided. All such shipping costs will be paid for by ABM Federal.

See Exhibit 5 for detailed information about the ABM Federal Sales BPA, including the ordering process.

Acquire **IT and GIS/GPS supplies** according to the following.

Step	State or County Office Action	Method	Organization Responsible	Approver/Approving Official
1	Determine if item is available in PFMS Troost Warehouse.	See Exhibit 4.	FSA State or County Office	FSA State or County Office employee.
IT Supplies				
	If IT supplies are: <ul style="list-style-type: none"> • available, State or County Office employee shall submit a request to the PFMS Troost Warehouse and the PFMS Troost Warehouse will ship to requestor • not available, go to step 2. 	E-mail or FAX FSA-159 to the PFMS Troost Warehouse.	PFMS Troost Warehouse	Contact Larry Harris by any of the following: <ul style="list-style-type: none"> • e-mail at larry.harris@kcc.usda.gov • telephone at 816-363-1103 • FAX at 816-363-1762.
GIS/GPS Supplies				
	Submit Help Desk ticket. If GIS/GPS supplies are : <ul style="list-style-type: none"> • available, the PFMS Troost Warehouse will ship to requestor • not available, go to step 2. 	Merlin SSHD application.	PFMS Troost Warehouse	Contact Alease Williams by either of the following: <ul style="list-style-type: none"> • e-mail at alease.williams@kcc.usda.gov • telephone at 816-926-2608.

Notice IRM-409

3 Purchasing IT and GIS/GPS Supplies (Continued)

A Acquiring IT and GIS/GPS Supplies (Continued)

Step	State or County Office Action	Method	Organization Responsible	Approver/Approving Official
2	Determine if item is available on the ABM Federal Sales BPA.	Contact ABM Federal Sales at http://usda.abmfederal.com or 866-860-4288.	State or County Office.	State or County Office employee.
	If item is: <ul style="list-style-type: none"> • available, purchase from ABM Federal Sales BPA according to Exhibit 5 • not available, go to step 3. 	Use State or County Office allotment.		State or County Office purchase card holder or contracting/procurement representative.
3	Purchase item according to procurement regulations.	Use State or County Office allotment.		State or County Office purchase card holder or contracting/procurement representative.

ITS Computer Equipment

The following is a description of equipment that is owned and managed by ITS.

Notes: All equipment that is owned, supported, and maintained by ITS **must** meet **all** the following criteria:

- operating with CCE image
- listed in Microsoft Windows “Active Directory” for network tracking and locating
- connected to ITS network
- listed in the Equipment Acquisition Tracking System (EATS) application.

Workstations are tracked in EATS as a bundle using CPU’s serial number. Monitors, keyboards, and mice are **not** tracked separately.

Where workstations are connected only by an Internet Protocol (IP) address, ITS will support the IP connection but will **not** support the operation or software for the unit.

Conservation District and other agency partner’s workstations should be included where they meet **all** this criteria.

Item	Description of Items Owned, Supported, and Managed by ITS
1	Workstations , such as desktop PC, laptop PC, TabletPC, etc. Note: ITS defines laptop batteries as ITS computer equipment.
2	Servers , including non-CCE servers, Sun servers, etc.
3	Storage arrays.
4	Tape libraries.
5	Uninterruptible Power Supplies (UPS). Note: Only UPS units that are CCE procured or connected to the Enterprise equipment/servers. Do not include UPS units that are connected to individual workstation units.
6	Scanners that have been procured and are installed.
7	All printers and plotters including laser, black and white, color, InkJet, plotters that are networked, and printers connected directly to workstations, etc.
8	Only government-owned Personal Data Assistants (PDA’s) . Note: Personal PDA’s are not allowed on the network or to be connected to workstations.
9	FAX machines owned by SCA’s.
10	Switches/Hubs.
11	Routers , including wireless routers.

ITS Computer Equipment (Continued)

Item	Description of Items Owned, Supported, and Managed by ITS
12	<p data-bbox="289 296 1284 365">Telecommunication and related equipment will be recorded in ITS Teltrak Telecommunications System application, as follows:</p> <ul data-bbox="289 411 740 787" style="list-style-type: none"><li data-bbox="289 411 526 443">• phone systems<li data-bbox="289 447 537 478">• phone handsets<li data-bbox="289 483 483 514">• cell phones<li data-bbox="289 518 521 550">• wireless cards<li data-bbox="289 554 500 585">• Blackberries<li data-bbox="289 590 423 621">• pagers<li data-bbox="289 625 500 657">• calling cards<li data-bbox="289 661 505 693">• 2-way radios<li data-bbox="289 697 537 728">• satellite phones<li data-bbox="289 732 740 764">• VoiceCom/Voicemail Systems.

Some equipment **not** included requires software installation. In these cases, TSD will ensure that the software is loaded and functional but ITS is **not** responsible for the equipment itself, such as projectors, etc.

ITS is responsible for acquisitioning IT-related cabling and wiring.

Non-ITS (FSA-owned) Computer Equipment and GIS/GPS Equipment

The following describes some equipment that is **not** considered ITS equipment. This equipment will be funded, procured, repaired, and replaced as needed by SCA's. ITS will provide recommendations on equipment to be procured to ensure that it is compatible with CCE. The equipment will be installed and/or managed by ITS to ensure that it is compatible with existing equipment and that it is operational when connected.

Item	Description of Items Installed and/or Managed by ITS
1	<p>Peripheral equipment attached to workstation, such as:</p> <ul style="list-style-type: none"> • portable/external floppy, CD, or DVD drives • USB flash drives, memory sticks, etc. • nonstandard computer equipment, such as large monitors, ergonomic keyboards, and mice.
2	<p>All CCE purchased and Agency funded non-CCE cameras including digital and other types.</p> <p>Note: CCE funded cameras will be tracked in EATS until the warranty expires and then it will be SCA's responsibility for proper disposal.</p>
3	<p>All CCE purchased and Agency funded non-CCE GIS/GPS units.</p> <p>Note: CCE funded GIS/GPS units will be tracked in EATS until the warranty expires on the units and then will be SCA's responsibility for proper disposal.</p>
	<p style="text-align: center;">GIS/GPS equipment available in PFMS Troost Warehouse</p> <ul style="list-style-type: none"> • Antenna Cable, Black or Gray • Antenna, Low Profile • Antenna Mount, Gray • Antenna, Magnetic Vehicle Mounted • Antenna, Mast • Antenna, RD
4	<p>Leased scanners, FAXes, or postage meters.</p> <p>Note: The agency leasing the equipment is responsible for the lease and a payment of the lease. If the equipment is connected to any workstation or the network, ITS will be responsible for ensuring that the unit is properly connected, that all software is up-to-date, and the equipment has been adequately patched to meet security requirements.</p>
5	<p>UPS units that are connected to individual workstation units, etc. and are used for electrical issues within an office.</p>
6	<p>Answering machines.</p>
7	<p>Owned/Leased postage meters.</p> <p>Note: TSD will only be responsible for the following:</p> <ul style="list-style-type: none"> • postage meters that are connected to the telephone or data network • supporting the connection and maintenance of the operating system. <p>The responsible agency will continue to support maintenance contracts and the actual meter and purchase of postage etc.</p>

Examples of IT and GIS/GPS Supplies

The following provides some examples of IT equipment supplies that State and County Offices can purchase using the local budgetary allotments. Before purchasing any supply item, State and County Offices must determine if the item is available from the PFMS Troost Warehouse (see Exhibit 4).

Examples of IT and GIS/GPS Supplies
Camera Batteries, Digital
Cell Phone Batteries
Cleaning Kits
CD Media
DVD Media
Drum Kits
Fuser Kits
GIS/GPS Batteries Without Chargers
GIS/GPS Rechargeable Battery Kits
GIS/GPS USDA Canvas Backpacks
Ink Cartridges
Monitor Glare Screens
Mouse Pads
Print Cartridges (Toner)
Transfer Kits

IT and GIS/GPS Supplies Available From the PFMS Troost Warehouse

The following items are available from the Troost Warehouse and are **not** on the ABM Federal Sales BPA. The point of contact for ordering and shipping these supplies is Larry Harris, except for GIS/GPS supplies, which are available from Alease Williams.

Item No.	Description	Unit of Issue	GSA Stock No.	Max. Quantity Ordered
<p>Submit FSA-159 to Kansas City Warehouse Section by FAX to 816-363-1762. For supplies not listed below, procure from the GSA office serving your region or procure commercially through the purchase order process, as prescribed by your State Office.</p> <p>Important: Any IT related items that were previously stocked in the Kansas City warehouse, but are no longer on this listing are now to be ordered from ABM Federal Sales. See Exhibit 5</p>				
208	3262 printer ribbon	each (box/6)		5 each
210	Black ribbon for 4224 and 4232 printers (not graphic)	each (box/12)		5 each
275	I/O Box, CTS-100	each		
276	I/O Box, TLP 720	each		
277.5	Modem, Multi-tech	each		
308	Ribbon for IBM 4214 printer	each		20 each
328	IBM 4214 printhead. Can be refurbished and return to Kansas City Warehouse, 9240 Troost Avenue, Kansas City, MO 64131.	each		2 each
329	IBM 4224 printhead Model 2. Can be refurbished and return to Kansas City Warehouse, 9240 Troost Avenue, Kansas City, MO 64131.	each		2 each
331	IBM 4232 printhead	each		2 each
364	IBM 4224 printhead. Can be refurbished and return to Kansas City Warehouse, 9240 Troost Avenue, Kansas City, MO 64131.	each		2 each
436	Cleaning Cartridge, Dry Process, MLR/SLR compatible with QIC (QIC-1000 and higher capacity) for the AS400	each		5 each
437	Backup tapes, 8GB, AS400	each		10 each
440	Dry cleaning kits, 25" for Advanced 36	each		5 each
442	CLEANING KIT (generic) Streaming tape cartridge for system 36 - includes cartridge, sponges and fluid	kit	IBM Part #21F8570	5 each
476	Cartridge, Data, DC6250, 250MB	each		5 each
478	Data cartridge DC/6525 525 tape drive	each		5 each
479	Data cartridge DC/9100 1.2GB tape drive	each	Out of stock, having problems with procuring.	5 each

IT and GIS/GPS Supplies Available From the PFMS Troost Warehouse (Continued)

Item No.	Description	Unit of Issue	GSA Stock No.	Max. Quantity Ordered
498	CD ROM - Rewritable discs, playable on all CD ROMs, 74 minutes, 650mb	each	7045-01-482-7542	20 each
498.1	CD ROM - Label, Round, Matte Finish	sheet/2 labels per sheet	Part #68656	
509	Labels, 3-1/2 x 15/16, 3 labels across	box (box/1,500)	7530-00-478-9066	2 each
513	200 foot twinaxial cable	each		
513.5	500 foot twinaxial cable	each		
515	Amphenol Connectors	each		
517	Teflon cable - comes in 500' spool	each		
519	PathKleen for IBM 4317 Printer	pkg/10		
	State and County Depository Boxes for Record Center Storage			
575.1	Box, Depository, Record Center 14.75 X 12 X 9.5 Standard Size	each	8115-00-117-8249	As Required
575.2	Special Purpose Box, Half Size, Depository Center, for Record Storage	each	8115-00-117-8338	As Required
Farm Loan Program Office Supplies				
802	Cartridge, Data, DC6150, 15MB for 3B2 Systems (3M brand only)	each		5 each
813	3" Black Binder Part 571	each		10 each
816	Cable, RJ45, Twisted Pair (not to be replenished once stock is depleted)	each		
817	Cable, DB9/F-DB25/M, Twisted Pair (not to be replenished once stock is depleted)	each		
818	Cable Adapter, DB9 Female to DB25 Male (not to be replenished once stock is depleted)	each		
822	Canon BC-10 BJ cartridge for BJC-80 portable printer	each		10 each
832	Toner Cartridge for Cannon BC-11E Color BJ printer	each		
833	Canon BCI-11 Black BJ tank	each		10 each
834	Canon BCI-11 Color BJ tank	each		10 each
Colored Metal Indicator Tabs (existing stock will be used up and not replenished):				
824	Black	each		
825	Brown	each		
826	Pink	each		

IT and GIS/GPS Supplies Available From the PFMS Troost Warehouse (Continued)

Item No.	Description	Unit of Issue	GSA Stock No.	Max. Quantity Ordered
Fax Items				
723	Omnifax, L620E/L621, Drum	each		4 each
724	Ricoh Model 1170L Fax Machine (toner and drum incorporated in 1 cartridge)	each	Part #430477	2 each
Other Cartridges and Printheads				
764	HP 350CBI Black Print Cartridge	each		5 each
765	HP 350CBI Color Print Cartridge	each		5 each
Hewlett Packard Model 2500				
752	Printhead - C4802A, Magenta	each		5 each
754	Printhead - C4803A, Yellow	each		5 each
756	Printhead - C4800A, Black	each		5 each
758	Printhead - C4801A, Cyan	each		5 each
Hewlett Packard Model 2600				
778	Printhead - C4812A	each		5 each
Server Supplies:				
781	35GB Cassette Tape (if data compressed, can hold up to 70GB data)	each		5 each
782	Compaq Cleaning Cartridge for AIT Tape, P/N 402374-B21	each		2 each

Highlights of BPA With ABM Federal Sales**ABM Federal Sales
Remanufactured/OEM Toner and Ink Supplies
USDA-OCIO-ITS****FSA, NRCS, AND RD Ordering Information**

A USDA, OPPM, Procurement Operations Division Blanket Purchase Agreement (BPA) has been awarded for Remanufactured/OEM Toner and Ink Supplies to ABM Federal Sales, a service disabled veteran owned small business. The scope of the BPA includes print imaging supplies for USDA Service Center Agencies, i.e. FSA, NRCS, RD, and ITS, and was awarded for the purchase of remanufactured and OEM printer supplies that are available under the GSA Federal Supply Schedule contracts of ABM Federal Sales and their teaming partner, Cartridge Savers, Inc. The BPA is set up for FSA, NRCS, and RD to call and place an order for replacement FAX/printer/plotter toner and ink supplies. The printer supplies can be purchased using 2 different methods. The first method is by calling the toll free 866-860-4288 and placing the order using a purchase card. The second method is using the established web site to order online. The printer supplies will be shipped directly to the office needing the replacement FAX/printer supplies. The caller will be required to identify for which agency they are procuring to ensure that only those authorized to use the BPA are ordering supplies. If a needed supply is not available from ABM Federal Sales, the caller should use another Government source of supply, such as GSA Advantage, to procure the needed supply item.

ORDERING:

When calling ABM Federal Sales, using the toll free 866-860-4288 number or using the web site, the purchase card holder will need to know either the part number needing to be replaced or the printer model number for the supplies. Either way the correct printer supply will be shipped to the location indicated. All cartridges will be remanufactured unless they are not available. In this case an OEM cartridge will be furnished at the GSA scheduled pricing.

SHIPPING:

ABM uses UPS to ship toner cartridges and ink supplies within the CONUS region. UPS guarantees 4-day ground with the exception of remote locations in some States such as California, Idaho, and Southern Oregon. For shipments to the OCONUS sites, US Postal Service is 5-day by Priority mail. A return shipping label will be provided for each remanufactured cartridge supplied. In the case of Original Equipment manufacturer (OEM) cartridges, some OEM cartridges will provide a return label included in the manufacture product box. However, in some cases, there may not be any return labels in the OEM manufacture boxes. In this instance, the end user can contact ABM Federal at their toll free number and request a return label. Or, if the user has a return label from Cartridge Savers Inc., ABM Federal's teaming partner, they can use this to return the empty OEM cartridge.

Highlights of BPA With ABM Federal Sales (Continued)**DEFECTIVE TONER AND INK SUPPLIES:**

When a defective cartridge and ink supply is received the user should immediately notify TSD who will call the ABM Federal Support Desk to ensure a replacement cartridge is shipped to the site and any printer issues are resolved. ABM Federal will ship another cartridge to the site affected and the site will then return the defective cartridge using the return label provided. All such shipping costs will be paid for by ABM Federal.

DAMAGE TO A PRINTER CAUSED BY A DEFECTIVE CARTRIDGE:

In the event a toner cartridge or ink supply causes damage to the printer in which it was installed the user should immediately notify TSD who in turn will call the ABM Federal Support Desk to coordinate as needed with the vendor for resolution.

For the OEM cartridge, when repair or replacement of the printer is needed, ABM Federal will contact warranty support for the OEM product and have the OEM contact the end user directly. All costs will be covered by the manufacturer. The necessity for a site visit will be determined by OEM. If repair or replacement is required because of a defective remanufactured cartridge, a determination will be made if the problem is related to the printer or the cartridge, working closely with the end user and/or TSD. The ABM Technical Support Representative will recommend either printer service or ABM will ship a replacement cartridge the same day to the customer.

If the root cause of the problem cannot be determined by phone, ABM Federal will arrange an onsite visit by a local service provider at their expense. If it is determined that the cause is not related to the remanufactured cartridge, ABM Federal will bill USDA for the service performed. ABM Federal will accept determination of root cause by qualified ITS personnel in conjunction with OEM technical support.

If the printer is rendered completely inoperable because of the failure of the cartridge, the vendor will send a like refurbished printer to the site in question within 2 days for CONUS sites and 4-5 days for OCONUS sites. The vendor will incur all equipment, shipping, and related costs. The inoperable printer will be returned to ABM Federal for further diagnostics. TSD will escalate a Work Order to the EATS Data Steward who will make the necessary changes to the EATS database.

ONLINE ORDERING – REGISTRATION PROCESS

1. When using the online ordering portion of BPA, you will first need to log onto the USDA ABM Federal Home Page at <http://usda.abmfederal.com>.
2. First time users will need to set up an account by clicking on the “Registration/Terms and Conditions” portion of the bottom of the Home Page.
“ATTENTION USDA OCIO/ITS BPA USERS ONLY, PLEASE SEE SPECIFIC TERMS AND CONTITIONS AT BOTTOM”.

Highlights of BPA With ABM Federal Sales (Continued)

3. Since USDA will be using ABM Federal's existing web site for ordering toner and ink supplies, there are sections of the terms and conditions that are generic to other agencies and should be disregarded.
 - Disregard the minimum order of \$50. this does **not** affect our users.
 - Disregard the Non-Stock items section. This does **not** affect USDA.
 - Disregard the bottled copier toner supplies. This does **not** apply to USDA.
 - Disregard the explanation of specific manufacture terms and warranties. Any cartridge that is purchased from ABM Federal and is defective will be replaced by ABM Federal.
 - Disregard the statement that references a 15 percent restocking fee. This does **not** pertain to USDA orders.
4. After reading the terms and conditions statements, CLICK "ACCEPT" at the bottom of the page. You will be taken to the registration page where you will complete the registration form.
5. Complete the registration form. Under "Agency", make sure that you select "USDA". Upon completing the form, an e-mail will be sent confirming your registration. Once you have confirmation of your registration you are now able to log into the ABM Federal web site and make procurements for toner and ink supplies.
6. Log onto the ABM Federal Home Page site at <http://usda.abmfederal.com>.
7. Once you have logged onto the web site, located on the right had section of the page you will see the statement "ALREADY A REGISTERED BUYER". CLICK "Proceed Ahead" and you will be taken to the ordering Home Page.

ORDERING PROCEDURE

This site is being shared with other Federal users so there are some statements that do **not** apply to USDA.

In the middle of the page is 1 such statement about the use of the DOD EMALL. Disregard this.

1. To search for a toner or ink cartridge either click on the catalog icon or just enter the model number (example 4250 for HP 4250 laser printer) of the printer for which you need a toner or ink cartridge. It does not require an entry of the make of the printer such as HP, Xerox, etc. Doing so will result in not being able to find the specific cartridge that you are looking for.
2. If you enter a printer model designation you may receive toner cartridge listing for more than 1 make of printer such as HP, Brother, Epson, Panasonic, etc. You will then need to select the cartridge for the particular printer make that you require.
3. After you have determined the type of cartridge you require for your particular make and model printer add the number of cartridges in the box to the left of the cartridge description.

Highlights of BPA With ABM Federal Sales (Continued)

4. At the bottom of the page you will find a section to complete your selection.
 Step 1 - Select the product, which you have already done.
 Step 2 - Select your desired shopping cart. You have 2 choices, (1) your primary cart with the zip code that you entered when you registered; or, (2) a new cart if you are going to have the cartridges shipped to a location other than your current location.
5. If this is a new cart then enter a name for the cart and the new zip code and CLICK "OK".
6. You will be taken back to the page with the cartridge information. In the desired shopping cart box you will now have an additional site to select when ordering cartridges.
7. If you are ready to check out, select the desired shopping cart and CLICK "Add Product to Shopping Cart". Your shopping cart will be displayed. You can review your selections, update quantities, and either check out or continue shopping.
8. If you are ready to checkout, select the checkout box. This will take you to the check out page.
9. CLICK "Payment Options" and you will be taken to the payment options as indicated in the following.



Highlights of BPA With ABM Federal Sales (Continued)

10. Enter your government VISA Smart Pay purchase card information.

PAYMENT OPTIONS

Saved Card (select one)

No saved cards found

save selected as new default

or enter a new card:

Visa SmartPay™

MasterCard SmartPay™

name on card

card number

expiration

mo year

(numbers only, no space or dash)

don't save save

or

Open Terms

OK Cancel

ABM Federal Sales uses **Secure Sockets Layer (SSL)** technology to protect your personal credit card information as it travels over the Internet.

If you prefer, you may print your selected shopping cart from the Checkout page (using your browser's print option) and call your account representative, Michael Kimme, at 1-866-860-4288 to place your order by phone. Click "Cancel" to return to the Checkout page. After printing, click "Return to Cart" from the Checkout page to leave checkout and return to your shopping cart.

Questions? Call your account representative, Michael Kimme, at 1-866-860-4288 or email kimme@abmfederal.com

11. CLICK "OK" and this will then allow you to complete your check out process.